

Equipment Basics

Required

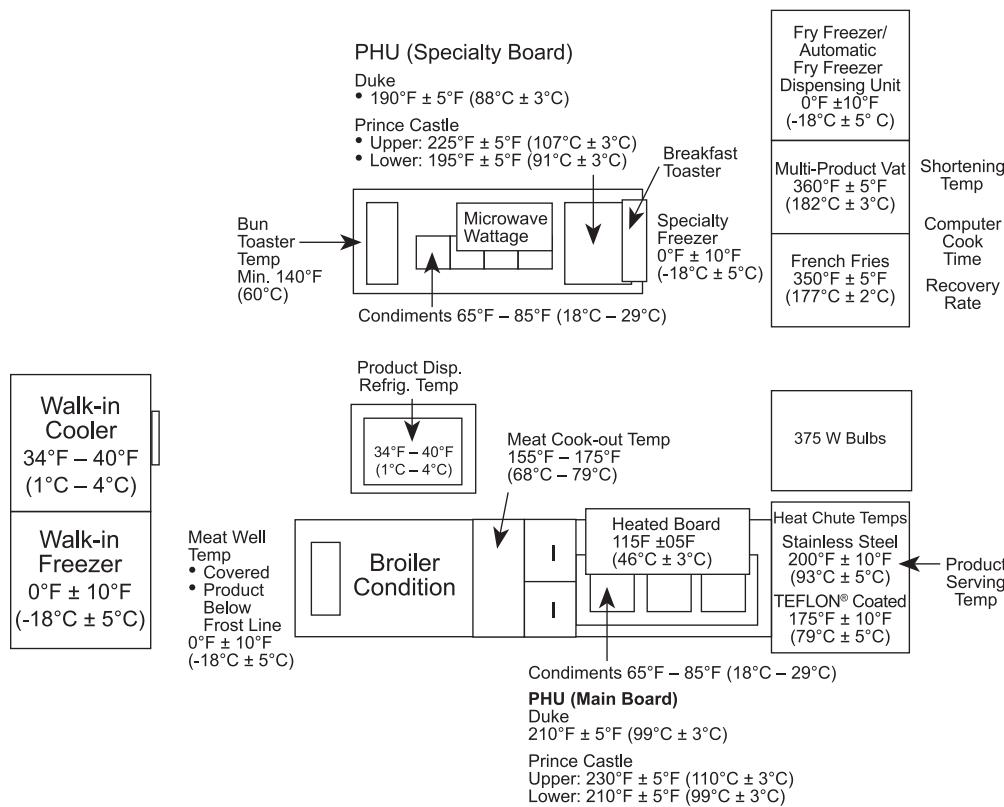


Excellent equipment setup, programming, cleaning, and maintenance is the standard that every BURGER KING® restaurant must achieve in order to serve *Hot & Fresh* products *Friendly & Fast* in a *Clean & Safe* environment.

Careful setup, programming, cleaning, and maintenance of restaurant equipment will help to ensure smooth restaurant operations, sanitary and safe food preparation areas, and the serving of quality food products. Well maintained equipment can also save money in utility and replacement costs.

This Equipment Basics topic is organized by the flow of the food from storage to serving, in order to serve great burgers and sandwiches:

- Storing
- Cooking
- Holding
- Building
- Serving

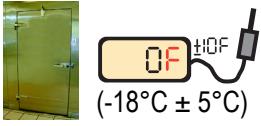
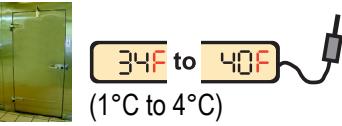


Key Standards

Check	Record	Program, Troubleshoot, Repair
<p>Check equipment settings and temperatures (if applicable) daily</p> <ul style="list-style-type: none"> ■ Refer to the Restaurant Organization Guide (ROG) for recommended placement/stocking of product 	<p>Verify and record equipment operating temperatures as required</p> <ul style="list-style-type: none"> ■ Wait for temperature to stabilize ■ Use appropriate Coilbook logs or equivalent tool to record temperature checks ■ Take corrective action if minimum temperatures are not met 	<p>Use Equipment Emphasis Guides (EEGs) found in the Operations Reference Guide (ORG) Binder or on OPS Connect, or refer to the owner's manual.</p>

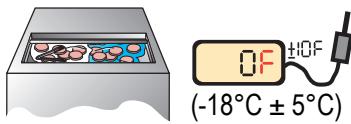
Storage Equipment

Walk-in Freezer/Cooler

Temperature Standard	Freezer	Cooler
	 0°F to +10°F (-18°C ± 5°C)	 34°F to 40°F (1°C to 4°C)
Equipment Temperature Check	<p>Use an approved digital thermometer to take and record temperatures as follows:</p> <ol style="list-style-type: none"> 1. Insert the thermometer probe through an insulated/hot cup 2. Place cup with probe at a mid-level shelf of the cooler/freezer, away from direct airflow of the evaporator fan. Be sure the probe does not touch any product or part of the equipment, and close door. 3. Wait for temperature to stabilize 4. Record the reading as required on the Quality Checks Log or equivalent tool 	<p>If the first temperature reading is not within specifications, wait approximately 30 minutes and take another reading.</p> <p>When using the "probe through the coffee cup" method for taking equipment temperatures, do NOT cut or tear the cup in half as that may cause a food safety hazard due to the presence of loose Styrofoam particles.</p>
Equipment Use	<p>Used to store all refrigerated and frozen products:</p> <ul style="list-style-type: none"> ■ Store all products on shelves that are easily cleanable, sanitary, dry and in good condition ■ Cover products to protect from possible contamination by foreign materials such as water, dust, cleaning chemicals, etc. ■ Keep cases approximately 2 in. (5 cm.) away from the wall to allow for proper air circulation ■ Stack cases no more than 6 high to prevent crushing, except: <ul style="list-style-type: none"> — Shake mix bag-in-box cases — 4 high ■ Store partially used food containers covered, with food-grade wrap or lid <ul style="list-style-type: none"> — Use first the next morning 	<p>Milk crates and bun racks are not acceptable shelves for BURGER KING® restaurant use.</p> <p>All shelving must be a minimum of 6 in. (15 cm.) off the floor.</p> <p>Wood shelving is not acceptable.</p> <p>Do NOT store products directly on floor of walk-in cooler or freezer.</p>
Equipment Checks	<p>Routinely check refrigerated equipment</p> <ul style="list-style-type: none"> ■ Doors/lids close and gaskets seal properly ■ Condenser coils clean with no ice buildup ■ Fan guard clean ■ Verify hanging NSF®-approved thermometer present and in good condition or built-in thermometer functional 	

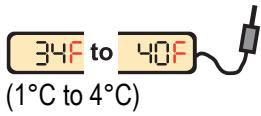
French Fry/Meat Well/Specialty Freezer

Temperature Standard



Equipment Temperature Check	<p>Use an approved digital thermometer to take and record temperatures as follows:</p> <ol style="list-style-type: none"> 1. Turn on freezer, wait a minimum of 30 minutes 2. Insert the thermometer probe through an insulated/hot cup 3. Place cup with probe at back right corner of meat well or at a mid-level shelf of specialty freezer, away from direct airflow of the evaporator fan. Be sure the probe does not touch any product or part of the equipment, and close door/lid. 4. Wait for temperature to stabilize 5. Record the reading as required on the Quality Checks Log or equivalent tool 	<p>To ensure proper airflow in specialty freezer, do NOT block fan with product.</p> <p><i>If cup does not fit upright in a piece of equipment, it may be placed on its side. The key is not to let the probe tip touch any surface.</i></p>
Equipment Use	<p>Used to store frozen products once removed from the walk-in freezer:</p> <ul style="list-style-type: none"> ■ When storing product in the meat well freezer, be sure product is stored at least 2 in. (5 cm.) below the frost line ■ When storing product in the specialty freezer, product may be stored in the original package, in a clean, sanitized ready pan with lid, or in approved plastic bags 	<p>To maintain quality and proper temperature, stock only enough product for 2 hours.</p> <p>Tongs must be stored outside of bags and pans.</p>
Equipment Checks	<p>Routinely check freezer equipment</p> <ul style="list-style-type: none"> ■ Doors/lids close and gaskets seal properly ■ Condenser coils clean with no buildup ■ Fan not blocked (if applicable)/fan guard clean ■ Verify hanging NSF®-approved thermometer present and in good condition or built-in thermometer functional 	

Refrigerated Units

Temperature Standard	Refrigerated units (under-counter, Display Merchandising, beverage station, product dispensing, salad station) 	Display Merchandising Unit (Heated Shelf) 
Equipment Temperature Check	<p>Use an approved digital thermometer to take and record temperatures as follows:</p> <ol style="list-style-type: none"> 1. Turn on refrigerated unit, wait a minimum of 30 minutes 2. Insert the thermometer probe through an insulated/hot cup 3. Place cup with probe at back right corner of DMU or at a mid-level shelf of other refrigerated units, away from direct airflow of the evaporator fan. Be sure the probe does not touch any product or part of the equipment, and close door/lid 4. Wait for temperature to stabilize 5. Record reading as required on the Quality Checks Log or equivalent tool <p>Display Merchandising Unit (heated shelf):</p> <ol style="list-style-type: none"> 1. Turn on heated unit 2. Use dial to set to "8" or appropriate setting 3. Use surface thermometer to take temperature 4. Wait for temperature to stabilize 5. Record the reading as required on the Quality Checks Log or equivalent tool 	<p>To ensure proper airflow in refrigerated unit:</p> <ul style="list-style-type: none"> ■ Do NOT block fan with product ■ Leave space between products and sides of cooler for maximum airflow
Equipment Use	<p>Refrigerated units:</p> <ul style="list-style-type: none"> ■ Used to store refrigerated products (i.e., milk, juice, water, HERSHEY®'S Sundae Pie slices, salads, Apple Slices and flavored iced coffee mixtures) <p>DMU:</p> <ul style="list-style-type: none"> ■ Cold section is used to store milk, juice, water, HERSHEY®'S Sundae Pie slices and Apple Slices. Heated top shelf is used to keep Apple Pie slices warm. 	<p>To maintain quality and proper temperature, stock only enough product for 2 hours.</p>
Equipment Checks	<p>Routinely check:</p> <ul style="list-style-type: none"> ■ Doors/lids close and gaskets seal properly ■ Refrigerated units at least 6 in. (15 cm.) away from wall ■ Condenser coils clean with no buildup ■ Verify hanging approved NSF® thermometer present and in good condition 	

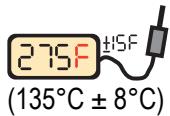
Cooking Equipment

Broilers

Temperature Standard	NIECO® MPB94, JF93, Flex 9000 Series and Duke Flexible Batch	
	Taking and recording the broiler temperature is not necessary. Product cook-out is the critical control point.	
	All product cooked on broiler must meet minimum required cook-out temperature at the required minimum intervals:	Minimum temperature requirements must be met as stipulated in the individual product topics.
	<ul style="list-style-type: none">■ Beef patties — 3 times daily or 4 times daily if open after midnight■ TENDERGRILL® fillets — 2 times daily1. Be sure hoods are turned on2. Turn on power3. Allow broiler to heat before performing initial cook-out:<ul style="list-style-type: none">— NIECO® MPB94, JF93 and Flex 9000 Series broilers — 40 minutes— Duke Flexible Batch broilers — approximately 30 minutes	
	Perform required cook-outs and record temperatures as required on the Beef Cook-out Log, Quality Checks Log or equivalent tool.	
Equipment Use	Used to cook beef patties and TENDERGRILL® chicken fillets.	
Equipment Checks	Routinely check <ul style="list-style-type: none">■ Burners clean and in good condition■ <i>Flame arrestors clean and in good condition (if applicable)</i>■ Flame glows even across burners	

Egg Cooker

Temperature Standard



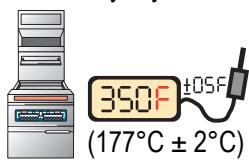
(135°C ± 8°C)

Equipment Temperature Check	<ol style="list-style-type: none">1. Lift cover and egg divider2. Turn on power, wait a minimum of 10 minutes to reach operating temperature3. Using a surface thermometer, take the temperature of the middle of cooker surface4. Wait for temperature to stabilize and record reading as required on the Quality Checks Log or equivalent tool<ul style="list-style-type: none">— If temperature is within range, proceed to Step 5— If temperature is above or below range, call your authorized service agency
Equipment Use	<p>Used to cook scrambled and sandwich eggs.</p> <ol style="list-style-type: none">1. Turn on power2. Wait until READY light remains illuminated before cooking product3. Verify 2:00 minute button is illuminated
Equipment Checks	<p>Daily Check Verify egg cooker is level. Adjust legs as needed.</p> <p>Monthly Check Check Cycle Times: <ol style="list-style-type: none">1. Turn on power and wait a minimum of 10 minutes2. Verified Time 1 button is illuminated. <i>If not, press and release Time 1 button.</i>3. With a stopwatch in hand, time the cook cycle<ul style="list-style-type: none">— Cook cycle should be 2 minutes</p>

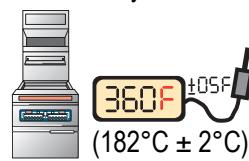
Fryers

Temperature Standard

French Fry Fryer



Multi-vat Fryer



Equipment Temperature Check

Use an approved digital thermometer to take and record temperatures as follows:

1. Stir shortening for 3 minutes, using Fryer's Friend
2. Hang basket on bracket over center of fryer
3. Place temperature probe through bottom of basket in the center front, near fryer temperature probe. Lower basket until bottom reaches shortening.
4. Allow thermometer to stabilize
5. Record the reading as required on the Quality Checks Log or equivalent tool

Do NOT cook in the fry vat while taking temperature.

Do NOT submerge probe handle.

If temperature is out of specification, adjust temperature or call manufacturer for instructions.

Equipment Use

1. Be sure hoods are turned on
2. Turn on power 30 minutes prior to use
3. Be sure shortening is at proper level in fryer (refer to Fryer Basics topic, adjust shortening levels instruction)
4. Be sure shortening is at proper quality (refer to Fryer Basics topic for "Daily Shortening Checks" instructions)

Equipment Checks

Weekly Check

Fryer Recovery Time:

- Many fryer computers have a built-in recovery rate function; *if this function is not available on your computer, perform the test manually, following the instructions in the Equipment Emphasis Guide or owner's manual*

Sensitivity Settings:

Product	Setting
French Fries	3
TENDERCRISP® fillets	9
All others	5

Monthly Check

- Cold soak procedure completed to remove carbon buildup
- Verify product cook times programmed correctly
- Check fryer product cook cycle with stopwatch
- Refer to Equipment Emphasis Guide (EEG) for programming instructions

Oven

Temperature Standard	Taking and recording oven temperatures is not necessary. Product cook-out is the critical control point. All product cooked in the oven must meet minimum required cook-out temperatures.
Equipment Use	<p>Used to cook bacon, biscuits, Cinnabon® Minibon® rolls, cookies, country ham and muffins at temperature and time specified on the following pages.</p> <ol style="list-style-type: none">1. Turn on power2. Set dial to appropriate temperature<ul style="list-style-type: none">— Oven settings are based on the type of biscuits restaurants are selling<ul style="list-style-type: none">— Frozen: 325°F (163°C)— Water Added: 375°F (191°C)— Scratch: 400°F (204°C)— <i>If the restaurant is not selling biscuits, the oven setting should be 325°F (163°C)</i>

Required Items

	Oven Temperature	Baking Time (minutes:sec.)	Special Instructions
Bacon			
Lang Purple and Purple Plus Blodgett IQ2 Blodgett Intellitouch/CTB	325°F (163°C)	11:00	<ul style="list-style-type: none"> ■ Cooking curve: <ul style="list-style-type: none"> — Lang Purple: 3 — Lang Purple Plus: 40% ■ Fan: "ON/HI" ■ Do NOT use parchment paper
Biscuits			
Lang Purple and Purple Plus	325°F (163°C)	17:30 High Altitude 18:30 (5,000 to 6,000 ft./1,524 to 1,829 m.) 19:00 (over 6,000 ft./1,829 m.)	<ul style="list-style-type: none"> ■ Cooking curve: <ul style="list-style-type: none"> — Lang Purple: 3 — Lang Purple Plus: 40% ■ Fan: "ON/HI" ■ Use parchment paper ■ Leave open shelf between pans, if possible
	375°F (191°C)	10:00	<ul style="list-style-type: none"> ■ Cooking curve: <ul style="list-style-type: none"> — Lang Purple: 4 — Lang Purple Plus: 50% ■ Fan: "ON/HI" ■ Special Vollrath baking pan ■ Use parchment paper
	400°F (204°C)	10:00	
Blodgett Intellitouch/CTB Blodgett IQ2 Convection oven with timer	325°F (163°C)	17:00	<ul style="list-style-type: none"> ■ Use parchment paper ■ Leave open shelf between pans, if possible
	375°F (191°C)	10:00	<ul style="list-style-type: none"> ■ Use parchment paper
	400°F (204°C)	10:00	
Amana Convection Express 1 pan (8 biscuits)	375°F (191°C)	12:30	<ul style="list-style-type: none"> ■ Microwave % <ul style="list-style-type: none"> — Stage 1: 80% — Stage 2: 40% ■ Do NOT add water to pan ■ Use 1/2 sheet parchment paper
Cinnabon® Minibon® Rolls			
Lang Purple and Purple Plus	325°F (163°C)	15:00 Small Batch: 13:00	<ul style="list-style-type: none"> ■ Cooking curve: <ul style="list-style-type: none"> — Lang Purple: 7 — Lang Purple Plus: 70% ■ Fan: "ON/HI" ■ Minibon® baking pan ■ Use parchment paper
Blodgett IQ2, IQ2 Vision and Intellitouch/CTB	325°F (163°C)	18:00 Small Batch: 15:00	<ul style="list-style-type: none"> ■ Cooking curve: 7 ■ Fan: "ON/HI" ■ Minibon® baking pan ■ Use parchment paper

Optional Items

	Oven Temperature	Baking Time (minutes:sec.)	Special Instructions
Cookies			
Lang Purple and Purple Plus	325°F (163°C)	11:00 20:00 (over 3,500 ft./ 1,067 m. altitude)	<ul style="list-style-type: none"> ■ Cooking curve: <ul style="list-style-type: none"> — Lang Purple: 1 — Lang Purple Plus: 17% ■ Use parchment paper
Convection oven with timer	325°F (163°C)	12:05 20:00 (over 3,500 ft./ 1,067 m. altitude)	<ul style="list-style-type: none"> ■ Use parchment paper
Blodgett IQ2 Blodgett Intellitouch/CTB	325°F (163°C)	11:30 20:00 (over 3,500 ft./ 1,067 m. altitude)	
Amana Convection Express 1 pan	Stage 1: 325°F (163°C) Stage 2: 375°F (191°C)	Stage 1: 13:00 Stage 2: 00:45	<ul style="list-style-type: none"> ■ Use 1/2 sheet parchment paper
Amana Convection Express 2 pans	Stage 1: 325°F (163°C) Stage 2: 375°F (191°C)	Stage 1: 13:00 Stage 2: 01:00	
Country Ham			
Lang Purple and Purple Plus Blodgett IQ2 Blodgett Intellitouch/CTB Convection oven with timer	325°F (163°C) 375°F (191°C) 400°F (204°C)	4:30 4:10 4:10	<ul style="list-style-type: none"> ■ Cooking curve: <ul style="list-style-type: none"> — Lang Purple: 4 — Lang Purple Plus: 50% ■ Fan: "ON/HI"
English Muffins			
Lang Purple and Purple Plus Blodgett IQ2 Blodgett Intellitouch/CTB	325°F (163°C)	3:00	<ul style="list-style-type: none"> ■ Cooking curve: <ul style="list-style-type: none"> — Lang Purple: 4 — Lang Purple Plus: 40% ■ Fan: "ON/HI" ■ Do NOT use parchment paper

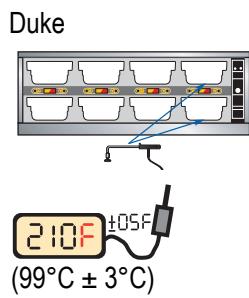
Equipment Checks

- Routinely check
- Racks level and spaced for even cooking
 - Verify product cook times programmed correctly
 - Check product cook cycle with stopwatch

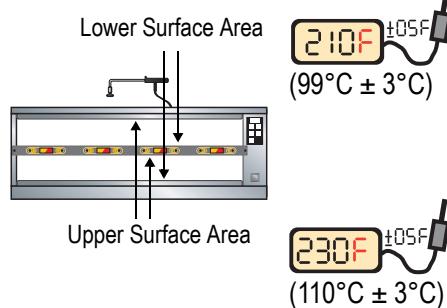
Holding Equipment

Product Holding Unit (PHU)

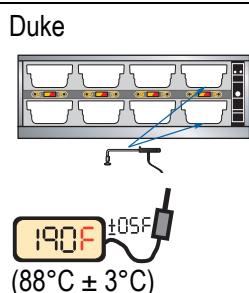
Temperature Standard (Main Board)



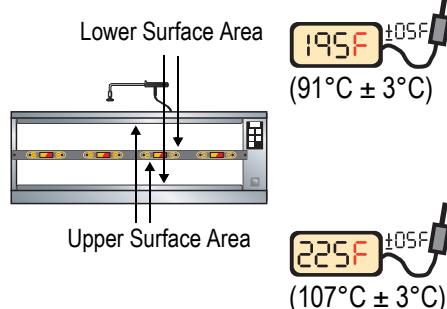
Prince Castle



Temperature Standard (Specialty Board)



Prince Castle



Equipment Temperature Check

Duke

- Turn on power, wait a minimum of 20 minutes to reach operating temperature
- Using a surface thermometer, take the temperature of the lower surface areas in the first cavity from the control box. Position thermometer so that it is centered from front to back — both the top and bottom cavities (as shown).
- Wait for temperature to stabilize and record the reading as required on the Quality Checks Log or equivalent tool

Be sure no PHU pans are placed in cavities during initial heating and temperature check.

To prevent false temperature readings, cavities should be empty for at least 30 minutes prior to taking cavity temperature.

Prince Castle

- Turn on power, wait a minimum of 20 minutes to reach operating temperature
- Using a surface thermometer, take the temperature of the upper and lower surface areas in the second pan cavities from the control box. Position thermometer so that it is centered from front to back — both the top and bottom cavities (as shown).
- Wait for the temperature to stabilize and record the reading as required on the Quality Checks Log or equivalent tool

Equipment Use

PHUs hold cooked product and keep the product hot. Used in conjunction with PHU timer bar lights.

Equipment Checks

- Routinely check:
- Cavities free of grease buildup
 - PHU pans and lids for cracks
 - Be sure top and bottom heat lights illuminate (Duke)
 - Call for repair if service light illuminates (Duke)

Bagging Station

Temperature Standard

Bagging Station



Equipment Temperature Check

Taking and recording the bagging station temperature is not necessary.

Equipment Use

The Bagging Station is used to hold French Fries, Onion Rings, Hash Browns and French Toast Sticks hot. Used in conjunction with holding plaques and timers.

Equipment Checks

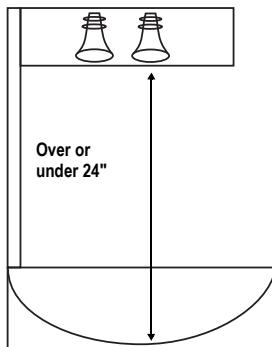
Routinely check:

- Heat lamps (bulbs)
 - Replace heat lamps (bulbs) with CLEAR 375-watt bulbs as needed
 - Be sure bulbs are protected with wire grate



Frosted bulbs are not acceptable.

Approved Fry Stations with ceramic heating elements are acceptable.



Some older Fry Stations have a short distance between the bulbs and the Bagging Station grate. Should the distance between the face of the bulbs and the fry grate be less than 24 in. (.61 m.), use 250-watt bulbs.

Automatic Fry Freezer Dispensing Unit

Equipment Use

Used to hold and dispense frozen french fries near the fry vat.

Refer to French Fries topic for loading and dispensing instructions.

Equipment Checks

Routinely check

- Unit is not overloaded with product
- Lid fits securely to prevent contamination and thawing

KITCHEN MINDER™/PC MINDER™

Equipment Use

The KITCHEN MINDER™ System has 3 required components: the KITCHEN MINDER™, the PC MINDER™ and the QUALITY EVALUATION SYSTEM™ (QES™). These components are designed to support the delivery of Gold Standard products, to help control waste, to improve Speed of Service, to improve labor efficiencies and to provide user-friendly tools for Managers and Team Members.

- The KITCHEN MINDER™ is the hardware component of the system located in the kitchen. It displays information to efficiently and effectively instruct Team Members to prepare and discard product as needed.
- The PC MINDER™ is the software program that allows restaurants to forecast sales and product mix, and then transmit the data to the KITCHEN MINDER™ hardware
- The QES™ is the software program that allows users to view PC MINDER™ information from the current and previous days. The QES™ has 3 components:
 - The MAKIN' THE GRADE™ sign displays a letter grade for the Team based on their performance of cook and discard, overcook, and hold time adherence as compared to the standards
 - The QUALITY EVALUATION SYSTEM™ (QES™) allows Managers and Operators to view grade data from current or previous days. The history charts help to diagnose food quality opportunities by showing trends for up to the previous 45 days. Grade reports can be printed from the program in order to provide timely feedback and training.
 - The QUALITY EVALUATION SYSTEM™ online allows Operators and Above Restaurant Leaders to view restaurant results from a remote location. The information may be viewed by organization, district or individual restaurant. Operators should contact Integrated Control Corporation to obtain access to this Web site.



The KITCHEN MINDER™ System is required in all BURGER KING® restaurants. The complete text of the KITCHEN MINDER™ policy can be found in the electronic MOD Manual (Systemwide Policy Memos link on OPS Connect).

Procedures for the KITCHEN MINDER™ System

Procedures for the KITCHEN MINDER™ System can be found in the Training by Role Reference Guide. The procedures are separated based on restaurant role job accountabilities:

- **Team Member** — Basic instruction on using the KITCHEN MINDER™ hardware in the kitchen
- **Shift-Responsible Individuals (Introductory Level)** — Basic instruction for PC MINDER™ software opening tasks, KITCHEN MINDER™ hardware key usage and MAKIN' THE GRADE™ sign error explanations
- **Senior Assistant and Restaurant Managers (Intermediate Level)** — Basic Hot & Fresh kitchen concepts
- **Above Restaurant Leaders (Advanced Level)** — Daypart 3 setup and usage, QES™/QES™ online usage, coaching planning, connectivity practices, troubleshooting using the KITCHEN MINDER™ Equipment Emphasis Guide (EEG) and proficient use of the KITCHEN MINDER™ System

The KITCHEN MINDER™ Training by Role Reference Guide can be found on OPS Connect.

The following is an overview of the required daily restaurant opening functions of the KITCHEN MINDER™ for Shift-Responsible Individuals:

Find detailed restaurant opening instructions in the KITCHEN MINDER™ Training by Role Reference Guide (Introductory Level) on OPS Connect.

Step	Key Standards — Required	Examples and Tips
1. Create Manager's Schedule	a. Required daily — open the PC MINDER™ program on your back of house (BOH) computer so that the Manager's Schedule tab is open b. Required daily — assign Manager names <ul style="list-style-type: none">— Select opening Manager's name from drop-down list— Select ending time of opening Manager's shift in the "End Time" box— Assign all Managers for day in the same manner	Find detailed restaurant opening instructions in the KITCHEN MINDER™ Training by Role Reference Guide (Introductory Level) on OPS Connect.
2. Load Sales and Product Mix and Review for Accurate Settings	a. Select Forecast from toolbar, then select Recall <ul style="list-style-type: none">— Choose the appropriate forecast date and click "Recall" button	Use of the same day from last week is recommended.
3. Transfer Data from PC MINDER™ to KITCHEN MINDER™	a. Select Send to Kitchen Minder tab b. Click on the "Send Forecast" button <ul style="list-style-type: none">— The KITCHEN MINDER™ unit will begin to beep and continue to do so until transfer is complete c. Close the PC MINDER™ application <ul style="list-style-type: none">— Select "Yes" to save changes	Progress of the transfer on the "Update Status" bar will show at the bottom of the screen.
4. Print Other Production Schedules	After the PC MINDER™ data has been transferred to the KITCHEN MINDER™, print the other production schedules (Preparation Charts, Fry Slacking Chart, Heat Chute Chart and Condiment Stock Guide, from the PLS software).	

Shift-Responsible Individual Basics for KITCHEN MINDER™ Operating Procedures During Shifts

Once the PC MINDER™ has updated the KITCHEN MINDER™, the KITCHEN MINDER™ will begin to calculate and display product to be cooked. The projected sales level for the half hour is listed at the bottom of the Product Status screen. *If actual sales are lower or higher than have been projected, the sales forecast may need to be adjusted after carefully comparing actual sales to forecast sales in use by the KITCHEN MINDER™.*

Adjusting Forecast Sales

- Review the current sales level for the day by running a POS report. Review the sales forecast in use for the day on the Half Hour Sales tab in PC MINDER™.
If actual sales for the day are at least 5% higher or lower than the forecast amount, adjust the forecast on the KITCHEN MINDER™ System.
- Select the “Sales Level” button on the front of the KITCHEN MINDER™
 - The 3 digits at the bottom of the screen (default “000”) will be highlighted
- Use the up or down arrow key on the front of the KITCHEN MINDER™ to increase/decrease the projection by 5% increments
 - The projected sales level for the half hour will also change
- Select the “Select” key to save the changes

Note: The sales change (increase/decrease) will remain in effect until the percentage is changed back to “000” for the remainder of the day.

QUALITY EVALUATION SYSTEM™ and MAKIN' THE GRADE™ Sign Grading Basics

The QUALITY EVALUATION SYSTEM™ (QES™) grades Team performance by assessing Team errors and displaying a letter grade on the MAKIN' THE GRADE™ sign. This allows Managers to quickly evaluate food quality opportunities and provide feedback.

The grade is based on 3 error types. Each error type has a point value. The point value for each error will remain in effect for 30 minutes from the time the error was recorded. As a result, the grade will move up or down as each error is added or removed. The grade is composed of:

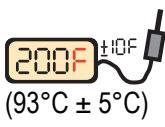
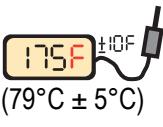
1. **Cook or Discard Delay** — *If product to be cooked or discarded remains on the screen for a period of time, the KITCHEN MINDER™ logs a cook/discard delay error.*
2. **Overcook** — *If the Team places more pans of product into the PHUs than instructed, the KITCHEN MINDER™ logs an overcook error.*
3. **Hold Time Extended** — *If the Team extends hold time for a pan of product by double-pressing a PHU timer bar or button, the KITCHEN MINDER™ logs a hold time extended error.*

Team Member Basics for KITCHEN MINDER™ Operating Procedures During Shifts

KITCHEN MINDER™ calculates products needed to be cooked for each 1/2-hour period throughout the day 15 minutes prior to the 1/2-hour period and displays the needed product on screen for Team Members.

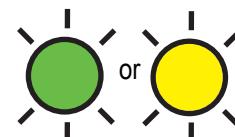
- When product is cooked and placed in the PHU, press the PHU timer bar button so that KITCHEN MINDER™ will remove the item from the list of needed products
- When all product from a pan has been used, press the PHU timer bar light button. This informs the KITCHEN MINDER™ that there is no more product. *If more products are required, the KITCHEN MINDER™ will display on the screen the product needed and the PHU timer bar light will remain red until more product is cooked and the PHU timer bar button is pressed on the PHU.*
- When a pan is empty, remove the empty pan and place it in the refilling area near the broiler or fryer
- The KITCHEN MINDER™ automatically turns off red lights on the PHU timer bar light if no more product is needed at the time
- If the hold time of a product expires, the KITCHEN MINDER™ will display "DISCARD," or "COOK" if product is needed, on the screen. The Team Member must remove the pan with product from the PHU, press the PHU timer bar button, discard the product into a designated waste container and record the product as waste. If more product is needed, the KITCHEN MINDER™ will direct the Team Member to cook more product.

Heat Chute

Temperature Standard	<p>Stainless Steel Surface Temperature</p>   <p>(200°F ± 5°F) (93°C ± 5°C)</p>	<p>TEFLON® Coated Surface Temperature and ROC Building Heat Chute</p>  <p>175°F ± 5°F (79°C ± 5°C)</p>
Equipment Temperature Check	<ol style="list-style-type: none"> 1. Turn on power, wait a minimum of 20 minutes to reach operating temperature 2. Replace any burned out bulbs with coated bulbs 3. <i>If applicable, be sure upper heating elements are working</i> 4. Use surface thermometer to take upper and lower surface temperatures <ol style="list-style-type: none"> a. Place thermometer 3 in. (8 cm.) from front and 3 in. (8 cm.) from the chute side closest to the drive-thru on each tier b. Then, place thermometer in center of each chute c. Record lowest reading as required on the Quality Checks Log or equivalent tool 	
Equipment Use	<p>Heat chutes are used to hold products for expediting to Guests. Some menu items (e.g., WHOPPER® Sandwiches and TENDERCRISP® Sandwiches) are made to order and are placed on the heat chute in order for the expediter to immediately serve the items to Guests. Other menu items (e.g., Burger and CROISSAN'WICH®) are prepared and stored, for a limited amount of time, on the heat chute until served to Guests. The heat chute is used in conjunction with Heat Chute Charts.</p> <p>When storing menu items on the heat chute:</p> <ol style="list-style-type: none"> 1. Always mark allowed discard time for products to be staged on the heat chute 2. Be sure that all heat chutes are accurately labeled in front and back for ease in quickly locating items 3. Maintain stock by using Heat Chute Charts <ul style="list-style-type: none"> — Locate the current operating level on the Heat Chute Chart in order to make and hold the proper amount of product on the heat chute 	<p>Allowed discard time is found in Key Standards of each menu item.</p> <p>Manager calls levels based on projected sales.</p>
Equipment Checks	<p>Routinely check</p> <ul style="list-style-type: none"> ■ Sandwich lane bar usage ■ Protective coated bulbs used ■ No excessive debris or dried condiment buildup ■ Lane labeling 	

PHU Timer Bar

Equipment Use	The PHU timer bar lights provide automatic tracking of hold time, the heart of the product management system.
	Continually monitor the lights on the PHU timer bar to determine:
	<ul style="list-style-type: none">■ Which product to use first■ Which product is expired and needs to be discarded and recorded as waste■ When to cook more product, if needed
	1. When freshly cooked product is placed in the first pan, touch the corresponding arrow button on the PHU timer bar. The light will turn GREEN. — GREEN = Use this pan first — This product will expire first. If 2 green lights for the same product occur, check equipment programming for linking instructions.
	2. When freshly cooked product is placed in additional pan(s), push the arrow button and the light will turn GREEN, THEN YELLOW — YELLOW = Product in another pan; use green pan first
	3. When indicator light flashes, cook more if needed — FLASHING GREEN or YELLOW = Product is about to expire; cook more if needed
	4. The hold time is the specified time a cooked product may be held in the unit. The indicator will FLASH RED when the hold time is reached. — FLASHING RED = Product is expired; discard and record as waste
	5. After a product has expired, discard the product, record as waste and push the arrow button. The indicator will turn RED or, when no product is needed, OFF. — RED = Cook more product, refer to KITCHEN MINDER™ — NO LIGHT = No additional product is needed at this time



Gravy/Toppings Warmer

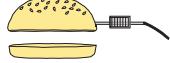
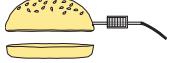
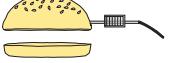
Temperature Standard	Wells Warmer/Toastmaster Toppings Warmer Taking and recording the gravy/toppings warmer temperature is not necessary. However, all product held in the gravy/toppings warmer must meet minimum required temperatures.	See Sausage Gravy Log for details.
Equipment Use	Used to hold gravy. 1. Turn on power 2. Set dial to appropriate setting	
Equipment Checks	Routinely check <ul style="list-style-type: none">■ Follow up on product temperature at required intervals	

Building Equipment

High-speed Toaster or Standard Vertical Toaster

Temperature Standard Taking and recording the toaster temperature is not necessary. However, toasted buns must meet minimum required temperatures. Record temperature and dial settings as required on the Quality Checks Log or equivalent tool.

Equipment Use Used to toast bun at specified dial settings.

A.J. Antunes	Prince Castle	Marshall
<p>1. Check bun adjustment controls</p> <ul style="list-style-type: none"> — #2 at rear for heel — D or 6 in front for crown <p>2. Turn on power</p> <ul style="list-style-type: none"> — Wait a minimum of 30 minutes to reach operating temperature — Display will read "USE" <p>3. Test by toasting at least 2 buns</p> <ol style="list-style-type: none"> a. Toasted bun should have even golden brown color from edge to edge b. Buns should show no signs of height compression c. Check temperature <ul style="list-style-type: none"> — Insert probe horizontally through center of bun  <p>minimum 140°F (60°C)</p> <ul style="list-style-type: none"> — Wait for temperature to stabilize <p>4. Record readings as required on Quality Checks Log or equivalent tool</p>	<p>1. Check bun adjustment controls</p> <ul style="list-style-type: none"> — C for heel — #3 for crown <p>2. Turn on power</p> <ul style="list-style-type: none"> — Wait a minimum of 30 minutes to reach operating temperature — Display will read "RDY" <p>3. Test by toasting at least 2 buns</p> <ol style="list-style-type: none"> a. Toasted bun should have even golden brown color from edge to edge b. Buns should show no signs of height compression c. Check temperature <ul style="list-style-type: none"> — Insert probe horizontally through center of bun  <p>minimum 140°F (60°C)</p> <ul style="list-style-type: none"> — Wait for temperature to stabilize <p>4. Record readings as required on Quality Checks Log or equivalent tool</p>	<p>1. Turn on power</p> <ul style="list-style-type: none"> — Wait a minimum of 30 minutes to reach operating temperature — There is not a visual indicator that operating temperature has been reached <p>2. Test by toasting at least 2 buns</p> <ol style="list-style-type: none"> a. Toasted bun should have even golden brown color from edge to edge b. Buns should show no signs of height compression c. Check temperature <ul style="list-style-type: none"> — Insert probe horizontally through center of bun  <p>minimum 140°F (60°C)</p> <ul style="list-style-type: none"> — Wait for temperature to stabilize <p>3. Record readings as required on Quality Checks Log or equivalent tool</p>

Equipment Checks

Remove Buildup

As buns toast, a residue is left on the belt. When the residue dries it becomes slick and the belt may start to slide under the bun without pulling the bun through the toaster. The residue is easily removed from the belt by proper daily cleaning. However, when the residue is allowed to build up, the belt will need to be replaced. If cleaned every day, the belt's life expectancy is about 3 – 4 months. If not cleaned every day, the belt's life expectancy is reduced to 3 – 4 weeks.

Rotate TEFLON® Sheet

Proper rotation of the TEFLON® sheet should occur with nightly cleaning. When reinstalling the sheet, rotate by turning the sheet inside out or top-to-bottom. With proper cleaning and rotation, the life expectancy of the TEFLON® sheet is 4 months.

Breakfast Toaster

Temperature Standard	Taking and recording the toaster temperature is not necessary.												
Equipment Use	<p>Used to toast croissant and muffin.</p> <ol style="list-style-type: none"> Press the ON/OFF button once to turn on power — “PREHET” will be displayed After 1 minute, the fan will turn on and conveyor will begin turning After 4 minutes, the display will show product name (e.g., CROIS or MUFFIN) 												
Equipment Checks	<p>Routinely Check Verify proper button programming:</p> <table border="1"> <thead> <tr> <th>Menu Buttons</th> <th>Top Heat</th> <th>Bottom Heat</th> <th>Conveyor Speed</th> </tr> </thead> <tbody> <tr> <td>CROISSANT/BAKED MUFFIN</td> <td>8</td> <td>8</td> <td>45</td> </tr> <tr> <td>LOW VOLUME MUFFIN</td> <td>8</td> <td>8</td> <td>14</td> </tr> </tbody> </table>	Menu Buttons	Top Heat	Bottom Heat	Conveyor Speed	CROISSANT/BAKED MUFFIN	8	8	45	LOW VOLUME MUFFIN	8	8	14
Menu Buttons	Top Heat	Bottom Heat	Conveyor Speed										
CROISSANT/BAKED MUFFIN	8	8	45										
LOW VOLUME MUFFIN	8	8	14										

Microwave Oven

Temperature Standard	The microwave oven provides heating of products and menu items as specifically stated in the topics of the products.
It is critical that each microwave oven:	

- Maintains a wattage level within acceptable range
- Is programmed with the correct heating times
- Is labeled correctly

Microwave Heating Times and Wattage

Oven Model	Heating Times for Each Label (in Seconds)							Wattage		Minimum	Optimum
	1 SM	1 LG	2 SM	2	2 LG	3 SM	4 Minibon	FROZEN	W	V	
Amana											
RC-16SE	5	9		11	13		20	40	60	1050	1400
RC-14SE											
RC-14S											
CRC-18T2	5	9		11	13		20	40	60		
HDC-18											
HDC-18SD											
Panasonic											
NE-1757	5	9		11	13		20	40	60	1050	1400
NE-1457											
Sharp											
RC-23GT	5	9		11	13		20	40	60	1050	1400

	Heating Times for Each Label (in Seconds)							Wattage		Minimum	Optimum	
	1 SM	1 LG	2 SM	2	2 LG	3 SM	4 Minibon	FROZEN	W	V		
OnCue™	4	6	6	6	9	14	30			48 (90% power)	1474	1950

Microwave Calibration — Pancakes Button

Equipment Checks

- The Pancakes button microwave calibration must be completed no less than monthly on all microwave ovens.
1. Remove 1 package of pancakes (3 each) from freezer
 2. Open 1 end of package
 3. Place opened package in microwave
 4. Heat using "Pancakes" button
If not already available, program a Pancakes microwave button ...
 - a. Select an unused button on the microwave
 - b. Set the button for 40 seconds (30 seconds for OnCue™) at the maximum power level and apply "Pancakes" label
 5. Using red tongs, remove package of pancakes from microwave
 6. Wait 30 seconds
 7. Take temperature of each pancake
 8. *If the temperature of any one of the three pancakes is below 115°F (46°C), reprogram the microwave button with an additional 5 seconds (2 seconds for OnCue™)*
 9. Repeat steps listed above until temperature of each pancake in package is 115°F (46°C) or above
 - Program microwave button for no more than 60 seconds (38 seconds for OnCue™)

Waiting 30 seconds allows pancakes to heat more consistently. See Temperatures topic for proper temperature taking procedures.

The wattage must be tested and recorded no less than weekly.

Microwave Timing Check

Tools required:

- Stopwatch
- Insulated/hot cup with ice

To check timings:

1. Fill an insulated/hot cup with ice and place it in the center of the microwave
2. Close the door
3. Push a button and start the stopwatch at the same time
4. When the buzzer sounds, stop the stopwatch
5. *Reprogram the time, if necessary, and repeat the timing check*

Note: Programming instructions can be found in the Equipment Manual or microwave oven owner's manual.

Micro Tester Instructions (for Microwave Oven Testing Only)

1. Holding Micro Tester upright, place under faucet and slowly fill with cold water in either hole on top of tester
 - Carry Micro Tester in vertical position to microwave oven
 - Micro Tester must be completely full of water at time of test to produce accurate reading
 - Micro Tester for OnCue™ microwave must be labeled up to 2400
2. Set pointer gauge to zero ("0")
3. Place Micro Tester into center of microwave oven
 - Use only 20 continuous seconds for test
 - Do NOT use two 10-second or other combination of 2 or more starts

Always fill (or refill) Micro Tester with cold tap water for each test.

Water will flow out of opposite hole when full.
Do NOT place any other objects into microwave oven with the Micro Tester during test.

Placing Micro Tester in a running microwave oven for more than 20 continuous seconds may result in damage to Micro Tester.

4. After test, immediately remove Micro Tester from microwave oven
 - Holding Micro Tester upright, look straight down at pointer gauge for reading
5. Pour out water from Micro Tester after each test

Green Zone

- For OnCue™ microwave ovens, if pointer is between **1400** and **2400** (the green area), the microwave oven wattage is acceptable
- For other microwave ovens, if pointer is between **1240** and **1816** (the green area), the microwave oven wattage is acceptable

Red Zone

- For OnCue™ microwave ovens, if pointer is **below 1474** or **above 2483**, the microwave oven being tested needs immediate servicing
- For other microwave ovens, if pointer is **below 1240** or **above 1816**, the microwave oven being tested needs immediate servicing
- **Note:** If reading is in the red zone, test a second time to validate first reading

Magnetron Replacement

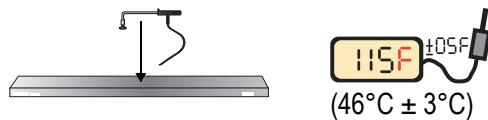
- For OnCue™ microwave ovens, a warning message will appear in the display if a magnetron is not working
- For other microwave ovens, if pointer gauge is pointing to the number **736** in the red zone (or very close to it), 1 of the 2 magnetrons is not working

Weekly Microwave Check

Other Microwave Ovens	OnCue™ Microwave Oven																																				
<p>Tools required:</p> <ul style="list-style-type: none"> ■ Calibrated thermometer ■ Measuring cup ■ 1-liter (33.8-oz.) wide-mouth plastic bowl with lid <p>To check wattage:</p> <ol style="list-style-type: none"> 1. Fill the bowl with exactly 1 liter (33.8 oz.) of cool (approximately 70°F/21°C) tap water and tightly cover with the lid 2. Insert the thermometer probe through the lid and record the temperature 3. Remove the probe 4. Place the bowl in the center of the microwave 5. Close the door 6. Push the Wattage Check Button (gray "W"/green "V") 7. Remove the bowl and gently shake to mix the water, to avoid "hot spot" readings 8. Insert the probe through the lid and record the peak temperature reading 9. Subtract the first reading from the second reading and multiply the difference by: <ul style="list-style-type: none"> — 38.8 (Fahrenheit temperature readings) — 70 (Celsius temperature readings) <table border="1"> <thead> <tr> <th>Example Wattage Check</th> <th>°F</th> <th>°C</th> </tr> </thead> <tbody> <tr> <td>Water temperature after heating</td> <td>100°F</td> <td>38°C</td> </tr> <tr> <td>Subtract water temperature before heating</td> <td>-(65°F) -(18°C)</td> <td></td> </tr> <tr> <td>Difference</td> <td>35°F</td> <td>20°C</td> </tr> <tr> <td>Multiply by</td> <td>x 38.8</td> <td>x 70</td> </tr> <tr> <td>Wattage output</td> <td>1358</td> <td>1400</td> </tr> </tbody> </table>	Example Wattage Check	°F	°C	Water temperature after heating	100°F	38°C	Subtract water temperature before heating	-(65°F) -(18°C)		Difference	35°F	20°C	Multiply by	x 38.8	x 70	Wattage output	1358	1400	<p>Tools required:</p> <ul style="list-style-type: none"> ■ Calibrated thermometer ■ Measuring cup ■ Plastic microwave wattage testing bowl with lid <p>To check wattage:</p> <ol style="list-style-type: none"> 1. Fill the bowl with exactly 1 liter (33.8 oz.) of cool (approximately 70°F/21°C) tap water and tightly cover with the lid 2. Insert the thermometer probe through the lid and record the temperature 3. Remove the probe 4. Place the bowl in the center of the microwave 5. Close the door 6. Push the Wattage Check Button (gray "W") 7. Heat the water for 30 seconds 8. Remove the bowl and gently shake to mix the water, to avoid "hot spot" readings 9. Insert the probe through the lid and record the peak temperature reading 10. Subtract the first reading from the second reading and multiply the difference by: <ul style="list-style-type: none"> — 77.6 (Fahrenheit temperature readings) — 140 (Celsius temperature readings) <table border="1"> <thead> <tr> <th>Example Wattage Check</th> <th>°F</th> <th>°C</th> </tr> </thead> <tbody> <tr> <td>Water temperature after heating</td> <td>91°F</td> <td>33°C</td> </tr> <tr> <td>Subtract water temperature before heating</td> <td>-(65°F) -(18°C)</td> <td></td> </tr> <tr> <td>Difference</td> <td>26°F</td> <td>15°C</td> </tr> <tr> <td>Multiply by</td> <td>x 77.6</td> <td>x 140</td> </tr> <tr> <td>Wattage output</td> <td>2017</td> <td>2100</td> </tr> </tbody> </table>	Example Wattage Check	°F	°C	Water temperature after heating	91°F	33°C	Subtract water temperature before heating	-(65°F) -(18°C)		Difference	26°F	15°C	Multiply by	x 77.6	x 140	Wattage output	2017	2100
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Heated Board

Temperature Standard



Equipment Temperature Check

1. Turn on power, wait a minimum of 60 minutes to reach operating temperature
2. Using a surface thermometer, take the temperature of Heated Board. Position thermometer in center of Heated Board.
3. Wait for the temperature to stabilize and record the reading as required on the Quality Checks Log or equivalent tool

Equipment Use

Heated Boards are used to minimize temperature loss during sandwich preparation.

Equipment Checks

Monthly check:

- Inspect for wear or fraying of power cords, loose or exposed wires
- Be sure power switch illuminates when turned on
- Be sure screws are tight
- Check silicone seal for gaps

Serving Equipment

Self-serve Drink Station/Drink Tower

Temperature Standard

Taking and recording the drink station/drink tower temperature is not necessary. However, dispensed soft drinks with no ice must meet the 32°F – 40°F (0°C – 4°C) standard.

Equipment Use

Used to serve soft drinks and filtered water.

Change Bag-in-Box (BIB) Syrup, if Needed (Boxes with Threaded Connectors)

1. *Check if syrup BIB bag is empty by lifting or shaking the box* Check the changeover valve (connecting 2 BIBs) to be sure that the syrup flow is being transferred to another box of the same flavor.
2. *Unscrew connector by holding the bag behind the nozzle and turning the connector counterclockwise*
3. *Remove and discard the empty box*
4. *Place the new box on the rack with the flavor label outward*
5. *Open the flap of the box by hitting it sharply with your palm* Do NOT use a sharp instrument.
6. *Pull the nozzle from the box and remove the protective cap*
7. *Clean and sanitize the syrup connector, as needed, using proper procedures found in Cleaning and Maintenance Surfaces topic* Clean connectors as needed — a minimum of once a week.
8. *Reconnect the connector by holding the nozzle and using a clockwise motion to screw the connector onto the nozzle* Do NOT overtighten the connection.

Change DR PEPPER® BIBs (Without Threaded Connectors)

Follow the procedures listed above, except:

1. Remove the connector by snapping the probe outward
(arrow should line up)
2. Lift the connector up and out of the bag spout
3. Reconnect the connector by snapping it downward over
the inner groove in the bag spout
4. Push the probe forward until the "IN" arrows line up
— When the "IN" arrows line up, you will hear a click
5. Place the BIBs on the rack, tilted (about 15°) so they drain
forward

Equipment Checks

Check Nozzles/Diffusers

- Be sure all valves have nozzles and diffusers
- Wash, rinse, sanitize and air dry nozzles and diffusers daily
- Be sure valve cap has no mildew buildup underneath it

Check CO₂ Supply and Pressure Settings

Primary Regulator	115 – 120 psi	Bulk or cylinder
Secondary Regulator	70 psi	BIB pumps

- Refer to owner's manual for checking and setting instructions
- Check that CO₂ cylinders or bulk tanks are stored at room temperature (in vented area, positioned upright, NEVER on their side) and chained/secured

Store BIB boxes on a shelf — maximum 5 high and at least 6 in. (15 cm.) off the floor.

BIB boxes connected to a changeover valve must be placed side by side, not one on top of the other.

It may be necessary to change water filter more frequently than every 6 months.

Use BKC-approved filters only, with cartridge less than 6 months old.

Check Water Filter

Water filter(s) must be changed as indicated by the pressure drop on gauge or every 6 months (except Selecto Scientific Filter, which should only be changed when the pressure drop on gauge indicates changing, or after 1 year).

- The date when the filter(s) cartridge is changed must be clearly visible on the filter casing

Water to Syrup Ratios:

■ COKE®	5.5:1
■ SPRITE®	5.7:1
■ DIET COKE®	8.1:1
■ Other sugar-based	4.75:1
■ Other diet products	5.25:1

Coca-Cola Freestyle® Dispenser

Temperature Standard Taking and recording the Coca-Cola Freestyle® dispenser temperature is not necessary. However, dispensed soft drinks with no ice must meet the 32°F – 40°F (0°C – 4°C) standard.

Fill Volume Setup

Label	Serving Size	Finished Servings (oz.)	Top-Off Delay Setting
K	Kids	8.4	2 seconds
V	Value	10.7	3 seconds
S	Small	13.4	3 seconds
M	Medium	20.1	3 seconds
L	Large	26.8	3 seconds
Ice Specification		1/3rd	
Top-Off Feature		Yes	

Equipment Use

Used to serve soft drinks and filtered water.

Equipment Checks

Check and Refill Ice

Ice bin should be kept at least 1/3 full for the machine to function properly.

Check Cartridge and Bag-in-Boxes (BIBs) Levels

Team Member Dispenser	Self-serve Dispenser
1. Touch "Wrench" on home screen	1. Touch "Water" icon
2. Touch "Dashboard" icon	2. Touch "Triangle" on water screen
3. Check cartridge and BIBs gauge levels	
4. Change empty cartridges and BIBs (NNS and HFCS) as needed	

If the Wrench is red (Team Member Dispenser) or status indicator light illuminates (Self-serve Dispenser), check dashboard for empty cartridges or errors.

Change High Fructose Corn Syrup (HFCS 65)

Bag-in-Boxes (BIBs) — Boxes with Threaded Connectors, if needed

1. Check if HFCS 65 BIBs are empty by lifting or shaking the box
2. Unscrew connector by holding the bag behind the fitment and turning the connector counter-clockwise
3. Remove and discard the empty box
4. Place the new box on the rack
5. Open the flap of the box by hitting it sharply with your palm. Pull out the fitment
6. Clean and sanitize the connector area, as needed, using proper procedures
7. Reconnect the connector by holding the fitment and using a clockwise motion to screw the connector onto the fitment

Do NOT allow all HFCS BIBs to empty completely. If all HFCS BIBs are completely empty, refer to the Manager's Reference Manual for detailed instructions.

Hold a cloth beneath the connector to catch any spills.

Do NOT use sharp objects to open the flap on the box.

BIB boxes connected to a changeover valve must be placed side by side, not one on top of the other.

Do NOT over tighten the connector.

Change Non-Nutritive Sweetener Blend (NNS) Bag-in-Boxes (BIBs) in Dispenser, if needed

1. Check to see if NNS BIBs are empty by lifting or shaking the box
2. If empty ...

Team Member Dispenser	Self-serve Dispenser
<ul style="list-style-type: none"> a. Touch the red highlighted "Wrench" on screen b. Touch "Change NNS" icon. A new screen will appear. c. Enter the code located on the NNS box, then touch "Enter" d. Touch "OK" to open lower door e. Pull down front door of NNS compartment f. Release lever from right to left and remove empty NNS BIB g. Clean and sanitize connector area, as needed, using proper procedures h. Remove protective cap from the new NNS BIB and place in the compartment with arrows facing down i. Attach NNS connector into the fitting and move the lever from left to right to secure j. Lift up the front door of NNS compartment to close k. Close the lower door when finished and touch "Consumer View" on the screen 	<ul style="list-style-type: none"> a. Touch "Water" icon b. Touch "Triangle" on water screen. Access the drop-down menu at the top of the screen. <ul style="list-style-type: none"> - The drop-down path is "Service Menu," then "Cartridge or Package Replacement," then "NNS." A new screen will appear.



Change Flavor Cartridge, if needed

1. Scan cartridge RFID tag to open door
 - Hold ID tag next to scanner on door
2. Locate red LED cartridge light
3. Open cartridge slot door with the red LED light by gently pulling down
4. Remove empty cartridge
5. Clean cartridge overflow area as needed using proper procedures
6. Remove protective cap and paper seal from new cartridge
7. Insert cartridge in the slot with the RFID tag facing in
8. Gently push cartridge in until the slot door is engaged
9. Close the slot door to push the cartridge in the rest of the way. If more cartridges need to be replaced, follow Steps 3 – 11.
 - Cartridge light(s) should turn green
10. Close dispenser door(s).
11. Touch “Prime” on cartridge replacement screen
 - A new screen will appear listing all secondary flavors that require priming. Press “Prime All” until screen reads “Done.” Then press “Return to Dashboard.”

If cartridge is expired, RFID tag will not work.



A flavor is sold out or empty when it appears with a red X on the screen. When the icon is touched, it will show “Empty” on the icon.

Replace empty cartridge with a new one of same flavor.

Do NOT force or push the cartridge once the slot door is engaged.

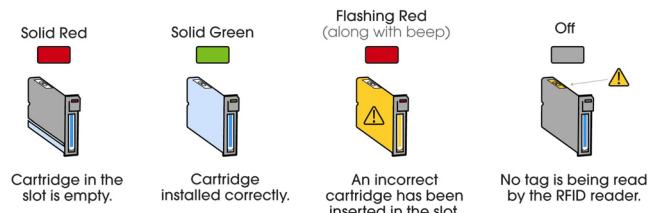
Check Water Filter

Water filter(s) must be changed as indicated by the pressure drop on gauge or approximately every 6 – 12 months.

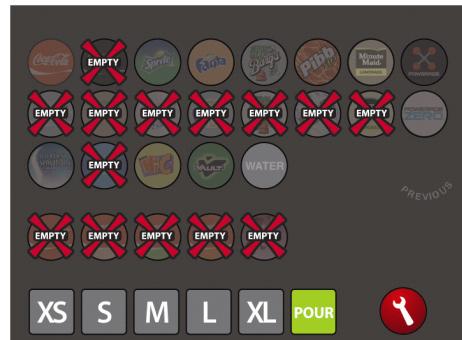
- The date when the filter(s) must be changed must be clearly visible on the filter casing. Approved filters:
 - Selecto MF-620CC
 - Selecto IC-10-620-2BK
 - Everpure CB20-312E
 - AJ Antunes GAP 20 or GAP 21

Cartridge Status Lights

The status lights in each of the cartridge slots in the dispenser cabinet illuminate, indicating different information. Upper and lower cabinet doors must be opened to view the status lights.



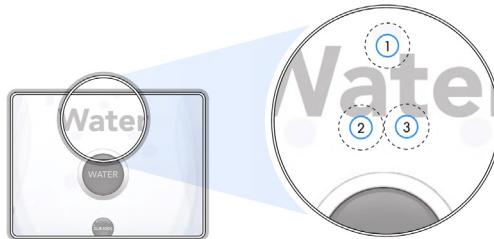
Icons — Sold Out Icon



Icons — Red Wrench (Action Required)



Self-serve Access (Appears when water button is pressed):



Refer to the Manager's Reference Manual for troubleshooting tips.

If problems persist, call 1-800-241-COKE (2653) for assistance.

Frozen Carbonated Beverage (FCB) Machine

Temperature Standard	Taking and recording the Frozen Carbonated Beverage (FCB) machine temperature is not necessary. However, ICEE® or Frozen COKE® temperatures must meet the required 28°F (-2°C) standard.												
Equipment Use	Used to serve ICEE®, Frozen COKE® and promotional-flavored frozen beverages.												
Equipment Checks	CO₂ Supply and Pressure Settings <table border="1"> <thead> <tr> <th></th> <th>Lancer</th> <th>Taylor</th> <th>Cornelius</th> </tr> </thead> <tbody> <tr> <td>Primary Regulator</td> <td>115 – 120 psi</td> <td>60 psi</td> <td>60 psi</td> </tr> <tr> <td>Secondary Regulator</td> <td>70 – 72 psi</td> <td>20 – 25 psi</td> <td>22 – 28 psi</td> </tr> </tbody> </table>		Lancer	Taylor	Cornelius	Primary Regulator	115 – 120 psi	60 psi	60 psi	Secondary Regulator	70 – 72 psi	20 – 25 psi	22 – 28 psi
	Lancer	Taylor	Cornelius										
Primary Regulator	115 – 120 psi	60 psi	60 psi										
Secondary Regulator	70 – 72 psi	20 – 25 psi	22 – 28 psi										

Check Defrost Cycle

- The Frozen Carbonated Beverage machine must undergo defrost cycles throughout the day in order to keep the product from excessive freezing
- The defrost cycle lasts approximately 12 – 15 minutes
- Only 1 flavor will defrost at a time
- *If a Guest orders a flavor that is in defrost, suggest the other flavor; for example: Guest says, "I'd like to order a medium Frozen Cherry." Team Member responds, "I'm sorry but our Frozen MINUTE MAID® Cherry is not available right now. Our Frozen COKE® is available, though. Would you like to try it?"*
 - For equipment setting and troubleshooting, refer to the owner's manual
 - *If product ratios appear to be out of specification, or if product quality issues exist, call 800-241-COKE (2653) and request Phone-Fix®*

Minimum of 3 defrost cycles per day per barrel

Change Flavors

Refer to the Frozen Beverage Machine Equipment Emphasis Guide for changing syrup flavors.

Water to Syrup Ratios

Water to Syrup Ratio: 4.4:1 ± .25

Brix (at the barrel for the finished product): 13.0 ± 1.0

Shake Machine/Soft Serve Machine

Temperature Standard	Taking and recording the Shake machine temperature is not necessary. However, Shake machine hopper temperature (34°F – 40°F/1°C – 4°C) and dispensed Shake temperature (24°F – 25°F/-4.4°C – -3.9°C) must meet standard.	
Equipment Use	Used to serve Shakes and soft serve products. Syrups are added to vanilla base for flavor varieties.	Before starting, wash and sanitize hands. If you stop the procedure to perform other duties, repeat hand washing before resuming task.
Starting Machine	1. Reassemble machine after complete wash/rinse/sanitize/ air dry at end of day	

2. Resanitize hopper chamber by adding 2.5 gallons (10 liters) of warm green packet sanitizer solution to hopper
 - Brush sides and chamber with larger hopper brush (3 in. x 7 in./8 cm. x 18 cm.)
 - Brush shake mix inlet with white 1 in. x 2 in. (2.5 cm. x 5 cm.) brush
3. Turn "Wash" switch on. Agitate sanitizer in freezing chamber for 5 minutes.
4. Turn switch off. Drain sanitizer solution.
5. Prime machine

[Refer to manufacturer's manual for details on machine setup and priming.](#)

Equipment Checks	<ul style="list-style-type: none"> ■ Check drip tray for excessive dripping ■ <i>Adjust carburetor tube, if applicable, to smallest hole</i> ■ Minimum 4 in. (10 cm.) of shake mix in hopper on (440/445 machines only) ■ Check syrup pressure in tanks (5454)
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BUNN® Infusion Tea and Coffee Brewer

Temperature Standard	Taking and recording the coffee brewer temperature is not necessary. However, dispensed coffee temperature must meet the required 160°F (71°C) standard.
Equipment Use	<ol style="list-style-type: none"> 1. Be sure brewer is ON and READY 2. Preheat thermal server prior to first brew 3. Place thermal server on brewer stand and remove top of lid 4. Insert coffee filter into clean, sanitized brew funnel 5. Press selected brew size on brewer 6. Brewer displays brew time countdown and drip time countdown. Total brew time: <ul style="list-style-type: none"> — 1 Gallon (128 oz.) = 7:00 — 1/2 Gallon (64 oz.) = 6:40 — Single serving (20 oz.) = 2:38 7. After brewing is finished and coffee has stopped dripping, remove brew funnel, discard coffee filter and grounds and rinse brew funnel 8. Close thermal server lid
Equipment Checks	<p>Routinely check:</p> <ul style="list-style-type: none"> ■ Any buildup on sprayhead may restrict water flow and impact brewing. Rinse sprayhead daily and clean sprayhead weekly with sprayhead cleaning tool. ■ Do NOT clean thermal server with a water jet device ■ Verify on/off switch is on if brew cycle does not begin ■ Wait until water is heated if brewer displays BREW TEMPERATURE TOO LOW ■ Remove brew funnel, empty previously brewed grounds and replace with fresh grounds if display reads CHECK FUNNEL

Sweetened and Peach Iced Tea Syrup Pumps

Equipment Use	Used to dispense sweetened and peach syrups into Single Serving of Iced Tea.
	1. Wash, rinse, sanitize and air dry. Reassemble pumps.

Sweetened Iced Tea Pump — Peach Iced Tea Pump — Single Serving

10.75" Pump Cylinder	9.5" Cylinder
Plunger	Plunger
Small Restrictor	Large Restrictor

Timer

Equipment Use	Used to provide automatic tracking of brewed coffee hold time.
	1. Set red switch to TIMER position
	2. Press CLEAR button to clear timer
	3. Press HR button once to display 1 hour
	4. Press MEMORY button once to save 1 hour setting and memory will appear on screen
	5. Press START/STOP button to activate timer
	6. Press START/STOP button to deactivate timer
	7. Press CLEAR button to clear time
	8. Press MEMORY button to reactivate timer for 1 hour
	9. Follow steps 5 through 8 to reactivate timer

BUNN® iMix Machine — Lattés/Hot Chocolate

Temperature Standard	Taking and recording the iMix machine temperature is not necessary. However, dispensed Lattés with no syrup and Hot Chocolate must meet the required 175°F – 185°F (79°C – 85°C) standard.
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Equipment Use	Used to serve Lattés and Hot Chocolate. Filled hoppers must be placed in iMix machine from left to right in the following order: Mocha, Non-Fat Mocha, Plain, Non-Fat Plain, Hot Chocolate.	Hoppers MUST be completely dry before adding product.
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Equipment Checks	Routinely check: <ul style="list-style-type: none">■ Soluble latté mixes in hoppers■ Drip tray for overflow, <i>if drain has not been installed</i> Perform 6-month preventive maintenance check.
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Iced Tea Brewer/Urn

Temperature Standard	Taking and recording the iced tea brewer/urn temperature is not necessary. However, brewing water must meet the required 200°F (96°C) standard.
Equipment Use	<p>Used to brew bagged or loose tea with filter. Urns are used to hold tea at room temperature for a maximum of 4 hours.</p> <p>BUNN® TU3 Iced Tea Brewer</p> <ol style="list-style-type: none">1. Place clean, sanitized, approved dispenser under brewer2. Set the thermostat knob to the maximum temperature setting<ul style="list-style-type: none">— Turn fully clockwise— The water temperature from the spray head must be 205°F (96°C) minimum3. Set the bypass water to start 9 minutes after the brew cycle has started4. (Tea bags only) Place tea bags directly into the filter basket<ul style="list-style-type: none">— Spread the bags out to ensure even distribution of water through the bags(Tea packet only) Place a filter paper evenly into a clean filter basket and spread the tea evenly over the filter paperFor sweetened tea: <i>Add sugar to urn prior to bypass water beginning.</i>5. Place filter basket in the machine and start the brew cycle6. At the completion of the cycle, remove the filter basket and discard the contents7. Rinse out the filter basket and place it back in the tea brewer
Equipment Checks	Routinely check: <ul style="list-style-type: none">■ Using provided spring tube, push spring through sprayhead water outlet to prevent buildup (weekly)■ Remove and clean sprayhead daily■ Remove and wash/rinse/sanitize tea dispenser spout daily■ Lid fits securely■ Hold time marked

Ketchup/Condiment Pump

Equipment Use	Used to provide ketchup in a tamper-proof container for Guest use.	
Automatic Ketchup Dispenser	Check prior to each meal period that there is an adequate supply. <i>If supply is inadequate, change bag-in-box.</i>	Use any remaining ketchup to fill squeeze bottles on Condiment Board.
	<ol style="list-style-type: none">1. Verify power switch is on2. Dispense small amount into soufflé cup and discard	

3. Using **FIFO**, change bag-in-box
- Remove cap from fresh condiment bag-in-box
 - Do NOT pull up on neck
 - Firmly grasp spout while keeping spout down close to the bag
 - Remove cap
 - Gently knead the bag to remove as much air as possible
 - Attach bag to spout
 - Keep level of condiment close to mouth of bag
 - Screw bag cap on spout firmly and all the way down
 - Load bag into holding basket
 - Ease bag gently into basket
 - Guide spout and bag cap into slot
 - Grasp lower corners of bag and pull down
 - Secure spout
 - Secure as far down in slot as possible
 - Slide steel rods of holding basket into grooves on spout nearest base of spout
 - Attach connector
 - Hold bag cap
 - Use clockwise motion to screw connector to bag cap
 - Clean bag cap and connector
If condiment is not flowing properly, the bag may have collapsed, causing the folds to interfere; grasp top of bag and pull up to allow condiment to flow to bottom.
4. Prime pump after each change
If dispenser has a bleed valve spout:
- Place ready pan under spout
 - Open valve
 - Push and hold dispense button
 - Dispense until condiment flows. Discard this amount.
 - Release dispense button
 - Close valve
- If dispenser does not have a bleed valve spout:*
- Place container under spout
 - Push and hold dispense button until all air is purged and condiment flows continuously. Discard this amount.
 - Release dispense button

Follow procedures in order to avoid getting air into bag, which can interfere with complete evacuation of bag and with pump priming.

Clean connectors each time bag is changed.

Equipment Checks

- Routinely check
- Product dispenses properly